



LABORATORY TECHNICIAN, COMPUTER SCIENCE

DEFINITION

Under general supervision, provides instructional support services for faculty and students; prepares and sets up computer laboratory exercises, demonstrations, instructional materials, and supplies; assists students and faculty in the use and operation of computer software, hardware, and equipment related to the College's Business, Computer Science, and Applied Technologies program; and performs related duties as assigned.

SUPERVISION RECEIVED AND EXERCISED

Receives general supervision from assigned Dean. Exercises no supervision of staff.

CLASS CHARACTERISTICS

This is a journey-level class responsible for conducting a variety of instructional support activities to ensure student learning. Positions perform the full range of duties assigned, working independently, and exercising judgment and initiative. Positions at this level receive only occasional instruction or assistance as new or unusual situations arise and are fully aware of the operating procedures and policies of the work unit. This classification is distinguished from other laboratory technicians by having subject matter expertise in computer science.

EXAMPLES OF TYPICAL FUNCTIONS (Illustrative Only)

- Provides instructional support and technical assistance to students and faculty in the computer science program by explaining and demonstrating the use of various software applications, including programming languages and tools to troubleshoot and complete assignments.
- Oversees computer laboratory and activities for a diverse student population by creating positive learning communities; maintains laboratories and classrooms by checking and making minor repairs and adjustments as needed to ensure proper and effective functioning of equipment.
- Maintains student and staff accounts; provides instruction on creating accounts and troubleshooting account issues.
- Provides instructions to students on the use of software and hardware and refers to appropriate resources; notifies faculty and students of hardware and software installations and updates.
- Cleans and maintains laboratory, classrooms, and equipment; ensures proper storage of equipment and materials; ensures laboratory, classrooms, and work areas are maintained in a clean and orderly condition.
- Conducts recruitments for and trains student workers; develops work schedules; reviews and approves timesheets; monitors hours worked and allocated budgets; provides work direction and confers with student workers to explain performance standards, policies, and procedures.
- Maintains accurate reports and records of work performed and materials and equipment used.
- Monitors, orders, receives, stores, and maintains adequate inventory levels of supplies and equipment; monitors program budget and expenditures.
- Submits work orders for maintenance and repair of equipment and facilities.
- Performs a variety of laboratory, classroom, and office support duties such as maintaining a front desk area; proctoring makeup exams; preparing and maintaining laboratory informational materials;

closing and securing offices; checking-in and out textbooks; and attending and participating in meetings.

- Responds to inquiries and requests for information from students, faculty, and staff; provides information regarding classes and laboratory; refers students, faculty, and staff to other programs, departments, and/or divisions, as appropriate.
- Learns and applies emerging technologies related to the area of assignment.
- Performs related duties as assigned.

QUALIFICATIONS

Knowledge of:

- Principles, theories, terminology, techniques, equipment, and materials related to computer science programs including programming languages.
- General methods and procedures for preparing demonstrations, equipment, and materials used in computer science programs.
- Computer hardware, software, systems/infrastructure, and related peripherals.
- Theories, principles, practices, and methods for demonstrating use of, troubleshooting, and maintaining hardware, software, systems/infrastructure, and related peripherals.
- Methods, practices, and techniques of student learning and instruction.
- Applicable federal, state, and local laws, rules, regulations, ordinances, and District policies and procedures relevant to assigned area of responsibility.
- Record keeping principles and procedures.
- English usage, grammar, spelling, vocabulary, and punctuation.
- Modern office practices, methods, and computer equipment and software relevant to work performed.
- Techniques for providing a high level of customer service by effectively dealing with the public, students, and District staff, including individuals of diverse academic, socio-economic, ethnic, religious, and cultural backgrounds, disability, and sexual orientation.

Ability to:

- Demonstrate understanding of, sensitivity to, and respect for the diverse academic, socio-economic, ethnic, religious, and cultural backgrounds, disability, and sexual orientation of community college students, faculty and staff.
- Explain principles, theories, terminology, techniques, equipment, and materials related to computer science programs.
- Engage students in positive learning in the laboratory or other learning environments.
- Identify and resolve hardware and software problems and perform minor repairs.
- Assist students, faculty, and staff and demonstrates proper use and maintenance of equipment used in computer science programs.
- Interpret, apply, explain, and ensure compliance with applicable federal, state, and local laws, rules, regulations, ordinances, and District policies and procedures relevant to assigned area of responsibility.
- Estimate and order required supplies and equipment.
- Safely and effectively use and operate equipment required for the work.
- Maintain accurate records of work performed and materials and equipment used.
- Organize work, set priorities, meet critical deadlines, and follow-up on assignments.

- Effectively use computer systems, software, and modern business equipment to perform a variety of work tasks.
- Use English effectively to communicate in person, over the telephone, and in writing.
- Use tact, initiative, prudence, and independent judgment within general policy, procedural, and legal guidelines.
- Establish, maintain, and foster positive and effective working relationships with those contacted in the course of work.

Education and Experience:

Any combination of training and experience which would provide the required knowledge, skills, and abilities is qualifying. A typical way to obtain the required qualifications would be:

Equivalent to an Associate's degree from an accredited college with major coursework in computer science or a related field and three (3) years of experience performing technical support on personal computers and peripheral equipment including software administration in a multi-user environment.

Licenses and Certifications:

None.

PHYSICAL DEMANDS

Must possess mobility to work in a laboratory/classroom environment, to use a computer, and to operate varied equipment related to computer science programs; vision to read printed materials and a computer screen; and hearing and speech to communicate in person and over the telephone. Finger dexterity is needed to access, enter, and retrieve data using a computer keyboard or calculator and to operate above-mentioned equipment. Positions in this classification bend, stoop, kneel, and reach to perform work. Employees must possess the ability to lift, carry, push, and pull materials and objects weighing up to 10 pounds with the use of proper equipment. Reasonable accommodations will be made for individuals on a case-by-case basis.

ENVIRONMENTAL ELEMENTS

Employees primarily work in a computer laboratory, classroom, and/or office environment with moderate noise levels, controlled temperature conditions, and no direct exposure to hazardous physical substances.

Salary Grade: C1-47

FLSA: Non-Exempt

EEO Code: H-50

Board Approved: April 2021